



Organization Development Consultant (ODC) Team Lead - Position Description

The Center for Leadership & Involvement (CfLI) promotes student involvement, out-of-class learning experiences and leadership skill development as an integral part of a university education. Additionally, CfLI registers a diverse array of student organizations, and provides services, information, education, support, advising, and interpretation of university policies and procedures to assist with the development and strengthening of students and student groups. The center also sponsors several student organizations, including Student Leadership Program (SLP), Adventure Learning Programs (ALPs), Fraternity & Sorority Life, and the Wisconsin Singers. CfLI strives to provide an environment that promotes personal and professional development as part of the student employment experience.

The Organization Development Consultant (ODC) team is comprised of student employees from across campus with proven effective communication, organization, and facilitation skills. They are willing, qualified, and available to serve as a campus resource for students and student organizations and as an ambassador for the Center for Leadership & Involvement. ODC strives to provide students with the tools and resources necessary to run effective student organizations. They also help to connect students with leadership and involvement opportunities throughout campus. The team of seven ODC members, including the ODC Team Lead, work at the front desk of the Center for Leadership & Involvement (CfLI). The Organization Development Consultants have three primary responsibilities: general front desk administration, partner with CfLI staff to complete strategic projects, and engage in leadership development. The ODC Team Lead has the additional responsibilities of training, supporting, and providing supervision to the team to ensure high standards are met and on-going personal development remains a priority.

The Center for Leadership & Involvement is an equal opportunity/affirmative action employer. We promote excellence through diversity and encourage all qualified individuals to apply.

Responsibilities:

- Serve as a first level advisor for CfLI patrons while making appropriate referrals when necessary. This involves answering phones, emails, or visitor inquiries in a courteous and professional manner that answers questions completely and/or provides accurate referrals.
- Coordinate and facilitate week-long training program for ODC members from August 19 – 23, 2019.
- Provide primary support and supervision to ODC members. This includes answering questions, meeting individually on a weekly basis and providing feedback to help advance the leadership development of each ODC member.
- Assist and process the registration of student organizations by responding to email, phone, and visitor inquiries, while updating information on on-line registration forms.
- Coordinate and assist with specific projects that address the needs of CfLI.
- Interpret student organization policies and procedures by using the online Student Organization Resource & Policy Guide.
- Provide feedback and evaluations to ODC members and professional staff.
- Coordinate general office duties, including determining front desk staffing schedule.
- Plan and facilitate weekly Organization Development Consultant Team meetings, in conjunction with the Organization Advising and Technology Services (OATS) Specialist.
- Meet weekly with staff supervisor; OATS Specialist.
- Assist in preparing transition materials to ensure continuity and efficiency for sustained ODC success.
- Support CfLI outreach efforts as needed (resource fairs, student org. fair, etc.).
- Assist CfLI permanent staff as requested.

Requirements:

- A willingness to create an inclusive, welcoming and open working environment.
- Promote diverse learning opportunities within the ODC Team and self that spark exploration & develop socio-cultural awareness
- Serve as a CfLI ambassador at the Student Organization Fairs & involvement fairs that occur throughout the year and especially at the beginning of each semester. These are often unpaid hours.
- Working knowledge of Windows and Microsoft Office software.



- Ability to effectively communicate with patrons, staff, and ODC members.
- Organized and dependable work habits and willingness to take initiative.
- Ability to prioritize and manage competing priorities while focusing on attention to detail.
- Willingness to challenge and support team members for the purpose of on-going professional development.
- Ability to remain composed and productive during times of high stress.
- Commitment to providing friendly, responsive service to our customers and other office staff.
- Maintain a minimum cumulative GPA of 2.0 – should GPA fall below 2.0, a meeting with the staff supervisor would be required.

Salary, Hours and Application Process

\$11 per hour; position will be 15 hours per week during academic year (6-10 additional evening/weekend hours may be required in September and/or October) and 15-20 hours a week during summer; exact hours to be determined. *Summer availability is strongly preferred.* This appointment extends from May 2019 - May 2020 and includes a limited volunteer transition in April 2019.

- Please complete application on the Student Job Center website: <http://studentjobs.hr.wisc.edu/cw/en-us/job/492654/organization-development-consultant-odc-team-lead> by 6:00pm on Monday, March 4th, 2019.
- Summer employment begins May 13th, 2019; academic year employment begins in August 2019. **Attendance mandatory for ODC training from August 19 – 23, 2019.**
- Questions can be directed to Kasie Strahl at kasie.strahl@wisc.edu, 608-263-4597, or in person at the Center for Leadership & Involvement, 3rd Floor of Red Gym, 716 Langdon St.

Application Process

The application through the Student Job Center will include providing contact information, uploading a current resume, and answering additional questions. After the deadline, applicants will be contacted to schedule an interview if selected for next steps in the process. If there are any additional questions, please contact Kasie Strahl.

Contact Information

Name:

E-mail:

Phone Number:

Address:

Are you available for summer employment (10-20 hrs/wk beginning May 13th)? Yes No

Please answer the following questions:

1. Why are you choosing to pursue the position of Organization Development Consultant (ODC) Team Lead?
2. Please share your experience working in a professional environment.
3. What does customer service mean to you?
4. Please list all potential time commitments you expect to have next year and how you plan to prioritize the ODC Team Lead position?
5. What skills/attributes do you feel will enable you to be successful as an ODC Team Lead?
6. As a member of Center for Leadership & Involvement and the ODC team, you'll have the opportunity to enhance your leadership development. In what areas are you looking to grow?